

# Context statement

Job title: Assessment Support Co-ordinator

Directorate/Service/Team: Adult Access Team, Customer Services

## Organisation structure

Reporting to: Area Practice Manager

Responsibility for:

The post holder will be responsible for the effective delivery of early help services within the Adult Access Team. The service provides a central point of contact for all new and returning Adult Social Care customers and delivers early intervention and prevention services including information, advice and guidance, assessment for equipment and technology, and short-term intervention services designed to promote independence.

You will contribute to the development, performance, quality assurance and continuous improvement of Adult services, ensuring services are responsive to the local and national landscape and contribute to Dorset Council's aims and objectives within an overall framework that safeguards adults, promoting health, independence and wellbeing.

## Context of work

- Maintain an up-to-date knowledge of services in the community and liaise with colleagues within the council and partner organisations to obtain information and access to services.
- Effectively understand the nature of the customers queries and provide clear, concise and timely information and advice to meet customer expectations and seek to resolve at the first point of contact.
- Facilitate customer choice through promoting independence particularly through the provision of information, advice and support to enable service users to maintain independence for as long as is possible.
- Provide solution focussed outcomes to enquires using a consistent approach to customer care and helping people think through the range of options available to them.
- Signpost callers into alternative forms of non-council managed provision taking into account their own resources.
- Seek a positive outcome at all times, diffusing difficult situations negotiating and handling objections in a diplomatic and tactful way to achieve the best possible customer experience.
- Carry out the first conversation as part a strengths-based approach seeking to resolve needs at the earliest possible point in the customer journey.
- Where appropriate, identify needs and risks and undertake appropriate action to address these.



- Arrange the provision of equipment where an initial need has been identified, Liaising with Occupational Therapy colleagues for professional advice as required.
- Ensure that all requests for equipment are authorised as appropriate.
- Identify situations where the person is deemed to be at risk including situations where the individual may be experiencing abuse or neglect and ensure compliance with Safeguarding Adults procedures and Making Safeguarding Personal guidance.
- Seek guidance and escalate calls where appropriate to the operations manager or Area Practice Manager within the team.
- Work in partnership with colleagues from a range of agencies, ensuring a smooth and seamless customer journey, reducing barriers and handovers between services which should be invisible to the person needing support.
- Ensure the highest level of data quality and that information is recorded in a timely, accurate and complete manner, ensuring the service meets all statutory recording requirements.
- Contribute to the ongoing improvement of the Adult Access Team and development of Adult Services
- Take responsibility for ensuring individual practice meets with Council guidelines, policies and procedures as well as local and national professional standards, including attending training and professional development events and activities relevant to the role.
- Maintain a personal responsibility to keep up to date with changes in practice and legislation.
- Have a commitment to actively participate in regular reflective supervision, appraisal, team touch down meetings and learning forums.

In addition to the key tasks above, level 2 Assessment and Support Co-ordinators will undertake the following tasks.

- Demonstrate an elevated level of skills, knowledge and experience across all areas of adult social care and provide a 'champion' role within the team.
- Participate in team duty, offering the first point of consultation for less experienced staff within the team and offer guidance and support with more complex cases.
- Provide a point of contact for enquiries from colleagues in other teams such as locality, safeguarding and central access, processing urgent referral requests as required.
- Act as a buddy for new staff, supporting them in their induction period by providing shadowing opportunities, call listening and opportunities to support them in learning the role.



## Travel requirement

There is a requirement for occasional travel and use of a suitable vehicle is essential.

## Other information

The role is offers the opportunity for hybrid working, a combination office and home working and does not involve making home visits. There may be occasions where you will support colleagues in a clinic environment/

The role is subject to DBS clearance.

Context statement prepared by:			
Manager	Kerri Goldstone	Date	March 2024



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Council

